CONFERENCE REGISTRATION

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| and indicate the person Cancellations: All cancellations must be will be refunded less a | that is being replaced. be made in writing and received by \$75 administrative fee. No refunds to does not submit a cancellation ar | September 24, 2004. All cancellations received will be given after September 24, 2004. Any and does not attend the Conference is required to |
| Conference Registra Early Registration Late Registration On-Site Registration | | ember 3, 2004 |
| One-Day Registration 1 \$150 (October 6) Includes access to a sir | on: \$\square\$ \$150 (October 7) angle day of conference events. | □ \$150 (October 8) |
| pouse / Guest Fee pouse / Guest Name: | □ \$25 Thursday Luncheon | □ \$45 Thursday Dinner |
| (Federal Tax I.D. #43-17 | payable to Friends of the Missouri W | |

Total Enclosed

3 WAYS TO REGISTER!

• ON-LINE at:

www.ded.mo.gov/workforceconference/

FAX to:

573.751.4088

MAIL to:

Missouri Division of Workforce Development Attn: Workforce Development Conference 421 E. Dunklin P.O. Box 1087 Jefferson City, MO 65102-1087

If you have special physical or dietary needs and require accommodation, please contact Lori James via e-mail at lori.james@ded.mo.gov or by telephone at 573.751.2816.

WORKFORCE DEVELOPMENT SYSTEM PARTNERS

Department of Economic Development **Division of Workforce Development** Missouri Training and Employment Council Department of Elementary and Secondary Education **Division of Vocational Rehabilitation Division of Vocational and Adult Education** Department of Labor and Industrial Relations **Division of Employment Security Department of Higher Education Department of Social Services Division of Child Support Enforcement Family Support Division** Office of Administration **Division of Facilities Management Department of Corrections**

22nd Annual Governor's Conference on Workforce Development P.O. Box 1087 Jefferson City, MO 65102-1087

PRESORTED FIRST CLASS MAIL U.S. POSTAGE PAID JEFFERSON CITY, MO Permit No. 266

REGISTRATION 2004 ONOMIC DEVE

CONFERENCE

Missouri's Strategic Solutions for the 21st Century

October 6-8, 2004

Tan-Tar-A **Osage Beach, Missouri**

Join us for Missouri's Premiere Workforce Development Conference!

22nd Annual Governor's Conference on Workforce Development **October 6 - 8, 2004** Tan-Tar-A **Osage Beach, Missouri**

> The Missouri Division of Workforce Development is an Equal Opportunity Employer. Auxiliary aids and services available upon request to individuals with disabilities

CONFERENCE AT A GLANCE*

FOCUS AREAS

WHO ATTENDS?

SPECIAL FEATURES

oin your colleagues at the 22nd Annual Governor's Conference on Workforce Development. This conference is Missouri's premiere event for workforce development professionals. The theme for this year's conference is Economic Development, Education and Employment: Missouri's Strategic Solutions for the 21st Century.

The Conference offers informative, educational sessions, dynamic speakers and excellent opportunities to network with colleagues. You will hear from the best in the field of workforce development.

We look forward to seeing many familiar and new faces at the 22nd Annual Governor's Conference on Workforce Development.

Wednesday, October 6, 2004

| 8:00 am - | 5:00 pm | Conference Registration |
|------------|---------|---|
| 12:00 pm - | 6:00 pm | Exhibit Hall Open |
| 1:30 pm - | 3:00 pm | Opening General Session |
| | | Keynote Speaker: Bob Holden, Governor |
| | | Individual Achievement and Harlan "Mac" McGinnis Awards Ceremon |
| 3:15 pm - | 4:45 pm | Concurrent Workshop Sessions |
| 5:00 pm - | 6:00 pm | Opening Reception |
| 6:00 pm | | Dinner On Your Own |
| | | |

Thursday, October 7, 2004

| 7:30 am - 5:00 pm | Conference Registration |
|---------------------|---|
| 7:30 am - 8:30 am | Continental Breakfast |
| 7:30 am - 12:00 pm | Exhibit Hall Open |
| 8:30 am - 10:00 am | General Session |
| 10:00 am - 10:30 am | Refreshment Break / Visit Exhibits |
| 10:30 am - 12:00 pm | Concurrent Workshop Sessions |
| 12:00 pm - 2:00 pm | Luncheon |
| | Keynote Speaker: Marc Morial, President/CEO National Urban League |
| | Workforce Excellence Awards Ceremony |
| 2:00 pm - 4:00 pm | Exhibit Hall Open |
| 2:15 pm - 3:30 pm | Concurrent Workshop Sessions |
| 3:30 pm - 3:45 pm | Refreshment Break / Visit Exhibits |
| 3:45 pm - 5:00 pm | Concurrent Workshop Sessions |
| 6:00 pm | |
| 0.00 pm | Dinner/Dance: Music provided by <i>The Pawn Shop</i> |

Friday, October 8, 2004

| 7:30 am - 9:00 am | Conference Registration |
|---------------------|---|
| 7:30 am - 8:30 am | Continental Breakfast |
| 8:45 am - 10:15 am | Super Sessions |
| 10:30 am - 11:30 am | Closing General Session |
| | Keynote Speaker: John Bryant, Founder, Chairman/CEO |
| | Operation HOPE, Inc. |

One-Stop Services

- Customer Service
- Effective Case Management and Referrals
- Common Measures
- Assisting the Hard to Serve Customer
- Service Integration
- Sensitivity in a Diverse Workplace
- WIA Reauthorization
- Performance Measures & Enhancements
- Transition Services for those Released from Prison
- Communication Skills
- Leadership in the Workplace
- Job Development in Today's Economy
- WIA Incumbent Worker Training
- The Six-Sigma Approach from a Career Center Perspective
- Financial Systems

Capacity Building for Local Boards

- Partnerships with Community Colleges
- Effective Youth Councils
- Faith-Based Organizations Providing Employment and Training Services
- Preparing Workers for High Growth/High Demand Occupations
- Enhancing Collaboration between WIB's and Economic Development
- The Workforce System's Return on Investment
- A Balanced Scorecard
- Partnering with Business & Labor

Business Services & Economic Development

- The Changing Economy
- Demand-Driven Solutions for Today's Workforce Challenges
- Organizational Training
- Downsizing and Rightsizing and the One-Stop
- Industry Cluster Strategies

Youth & Educational Linkages

- Youth in Rural Settings
- Reconnecting Youth with Educational/Career Pathways
- Preparing Youth for High-Growth Industries

For a current listing of workshops and Super Sessions, visit the Conference website in August.

For more information

about the 22nd Annual
Governor's Conference on
Workforce Development
contact the Missouri
Division of Workforce
Development

Telephone: 573.751.2816
Fax: 573.751.4088
Email:
lori.james@ded.mo.gov

he 22nd Annual Governor's Conference on Workforce Development brings together individuals representing all sectors of the workforce development system including:

- Business and Industry Leaders
- Chamber of Commerce Executives
- State and Local Economic or Community Development Organizations and Agencies
- State and Local Educational Agencies and Institutions
- Elected Officials at the State and Local Level
- State and Local Government Leaders
- Labor Organizations and Agencies
- Workforce Development Organizations and Agencies
- Community-Based Organizations and Agencies
- Social Service Organizations and Agencies
- Workforce Development System Program Participants

HOTEL ACCOMMODATIONS

Tan-Tar-A Resort State Road KK P.O. Box 188TT Osage Beach, MO 65065

an-Tar-A will host all activities related to the Conference. To receive the special discounted room rate of \$87.16 plus applicable taxes per night, call Tan-Tar-A directly at 800.826.8272 or 573.348.3131. Please mention the 22nd Annual Governor's Conference on Workforce Development to be included in the Conference room block. Reservations may be made on-line at www.tan-tar-a.com; Group Number: WRKO; Password: WRKO2004.

Reservations must be made by September 6, 2004

Visit the Conference website at www.ded.mo.gov/workforceconference/

EXHIBIT HALL

Visit the Exhibit Hall for a look at the latest in technology, products, programs and services specifically designed to meet the needs of workforce development professionals.

TECHNOLOGY RESOURCE CENTER

This innovative computer lab is the place to learn about and navigate the major electronic resources of Missouri's workforce development system. These three resources, known as Great Hires, Missouri Toolbox and Missouri Education and Career Hotlink, are a set of e-tools designed to help employers, workers, job seekers and others be successful in the competitive workplace.

SUPER SESSIONS

The Super Sessions are designed to offer targeted content focusing on significant issues within Missouri's Workforce Development System.

NATIONAL SPEAKERS

- Julian Alssid
- Jodie Sue Kelly
- Mary Ann Lawrence
- John Metcalf
- Greg Newton

*Tentative